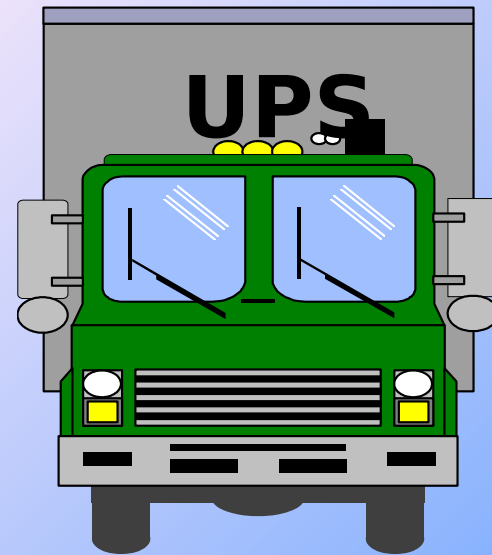
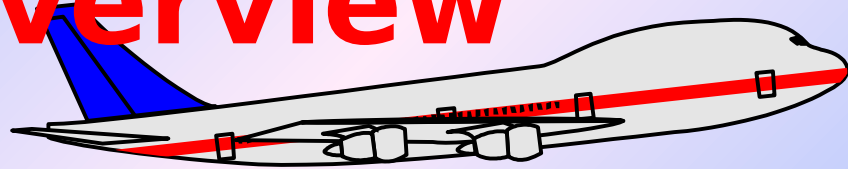


# Transportation Discrepancy Reporting Overview



AS TRANSPORTATION  
PERSONNEL, BE VERY  
CAREFUL NOT TO  
“WEAR TOO MANY  
HATS !!”



DO YOUR  
JOB, AND  
LET  
OTHER'S DO  
THEIR JOB

**THE IMPORTANT POINT TO REMEMBER IS  
WHAT ARE YOUR RESPONSIBILITIES**

# When a discrepancy is found, the actions you will take can differ depending upon...

Ask yourself...Is it shortage or damage? Is it classified or protected material?

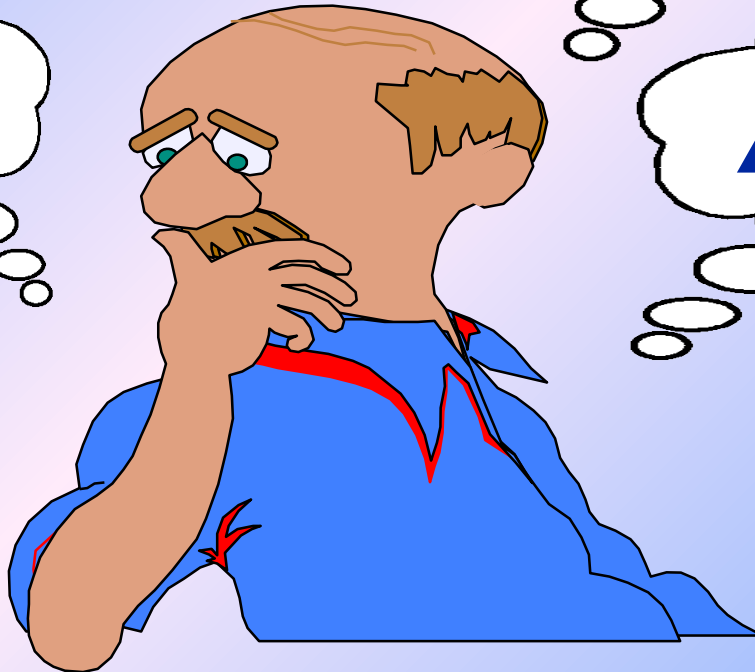
**\$\$\$**

What is the item's dollar value?

**Type**

**Activity**

Are you the shipper, the consignee or someone else in between?



# Responsibilities...

## **Activity Commanding Officer**

- ❖ Overall control of installation activities and personnel
- ❖ Ensures discrepancies are reported in timely, accurate, and complete manner

# Responsibilities...

## Transportation Officer

- ❖ Gathers facts/documents to establish time, place, and circumstances of discrepancy
- ❖ Coordinates investigation
- ❖ Notifies the appropriate security/law enforcement elements
- ❖ Takes necessary corrective actions
- ❖ Responds to all requests for information (RFI)
- ❖ Forwards complete TDR package to the appropriate claims office
- ❖ Provides documentation to support contractor claim actions



# **Responsibilities...**

## **Contract Administrator**

- ❖ Ensures prompt, accurate reporting of discrepancies for inbound shipments at contractor plants
- ❖ Answers TDR inquiries
- ❖ Takes corrective action to prevent further discrepancies
- ❖ Investigates each discrepancy and gathers facts to support claim actions

# Responsibilities...

## Claims Office

- ❖ Holds final responsibility for determining liability, measure of damage, and filing of claim against the carrier
- ❖ Develops incomplete/inadequate TDR
- ❖ Conducts reinvestigation of discrepancy
- ❖ Settles carrier's request for compromise offer or reconsideration
- ❖ Ensures collection and handles claim action to conclusion

# Responsibilities...

## **Military Traffic Mgmt Cmd (MTMC)**

- ❖ DoD's TDR program manager
- ❖ Furnishes reports on the TDR system, as needed
- ❖ Assists DoD/GSA components in resolving discrepancies
- ❖ Assures published regulatory guidance meets the needs of military and other federal agencies
- ❖ Provides timely, adequate training in TDR preparation
- ❖ **Reminder:** MTMC does not impact the day to day operations for the Coast Guard



# What to report...

- ❖ \$50 or more, for Coast Guard shipments, if moved on GBL, CBL for conversion to GBL, or TCMD
- ❖ \$100 or more, for DoD shipments
- ❖ All GSA shipments
- ❖ Any and all classified or protected shipments, regardless of value

# Reporting time frames...

- ✓ Within 45 days of receipt or discovery of discrepancy
- ✓ Within 24 hours for all pilferage, theft, loss of narcotics, hazardous or sensitive materials, etc.

# Do not report ...

- ✓ when goods moved by government carrier (USNS/MSC controlled ships; AMC controlled aircraft)
- ✓ when shipment is in the possession of a military installation or transshipment point
- ✓ when material was procured with non-appropriated funds
- ✓ **SUPPLY-TYPE DISCREPANCIES ON A TDR**

# Transportation Discrepancy Report

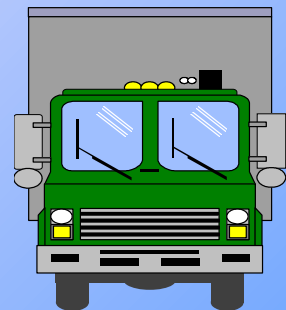
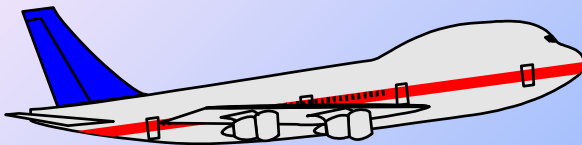
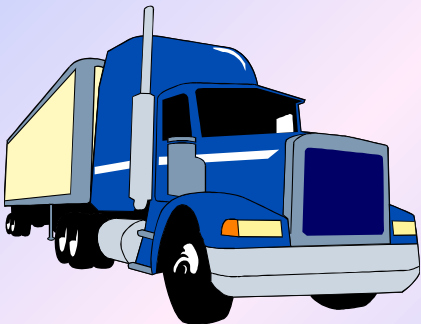
NSN 7540-00-965-2403  
PREVIOUS EDITIONS USABLE

361-107

STANDARD FORM 361 (REV. 3-64)  
Prescribed by GSA  
FPMR (41CFR) 101-40.702

# The source document to report...

- ALL transportation discrepancies
- This means motor, air, *and* small package carriers





# Use the TDR to...

- Request information from the shipper
- Notify carrier of discrepancies
- Reply to other's inquiries
- Request disposition/credit
- Document discrepancies when shipper-ordered services were not performed by carrier

# What's the difference between...



RFI - Request for information

**and**



Initial Notification



# RFI - Request for information

- ❖ Is issued by the consignee only
- ❖ MUST be issued for every documented discrepancy
- ❖ Is sent to any and all that can assist in resolving the discrepancy



# Initial Notification

- ❖ Is only issued when the discrepancy is discovered and reported by an activity OTHER than the consignee
- ❖ Is sent to the consignee for the consignee's notification, action, or information

# Classified or protected cargo

*Hello,  
Security?*



- Immediately notify the nearest TO or activity command by telephone
- TO notifies the carrier and the local security office, recording all names and titles of individuals contacted

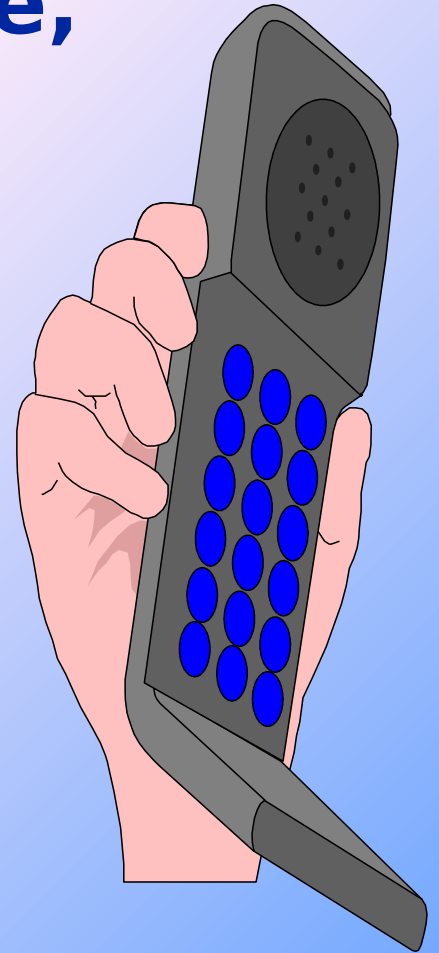


- Within 24 hours, the TO sends an electronic message to all appropriate agencies
- The message line format conforms to the first 31 block on the TDR
- Use block 30 if requesting more information or a particular addressee needs to take action

# **Non-classified/protected cargo**

**If pilferage, theft, damage, or vandalism is readily apparent**

- ❖ Notify the carrier immediately by telephone
- ❖ Request the carrier inspect the shipment within 7 days
- ❖ If carrier waives inspection
  - ✓ Record full name, title and date waived
  - ✓ Perform your own inspection to determine the extent and cause of damage



# Prepare and issue an RFI...

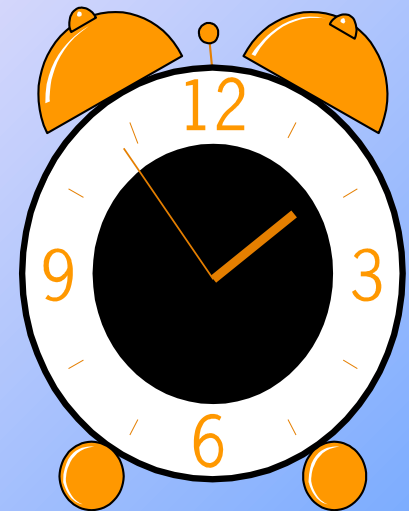
- ❖ Guidelines for preparation of the TDR are contained in *41 CFR 101-401.901-361-1*
- ❖ Be sure to use the latest version of the SF 361 - (March 1984)

# Suspense the TDR



Suspense the TDR --  
for 45 days, from the  
date of receipt or  
discovery of the loss or  
damage

- ❖ DO NOT send a copy of the RFI or Initial Notification to the claims office AT THIS TIME
- ❖ Continue to collect any supporting documentation for the TDR package during this suspense period





# Review the TDR ...

- ✓ Is carrier responsibility established and supported by documented evidence?
- ✓ Has the actual repair or replacement been completed?
- ✓ Is the TDR is routed to the correct finance center or claims office?

# Who gets the TDR package?





- ❖ First, determine what appropriation is cited on the bill of lading for payment of the transportation charges to the carrier



**HINT: Check block 12, "Appropriation chargeable" and block 13, the "BILL CHARGES TO" blocks on the GBL..**

- ❖ Second, determine which finance center pays the finance charges

**For all Coast Guard funded (69X)  
shipments send your TDR  
package to...**

Commanding Officer (OGC)  
U.S. Coast Guard Finance Center  
1430A Kristina Way  
Chesapeake, VA 23326



***This includes those shipments  
funded by ELC and AR&SC !!***



**For all GSA funded (47X)  
shipments send your TDR  
package to...**

GSA National Customer  
Service Center  
1500 East Bannister Road  
Kansas City, MO 64131

Telephone 1-800-488-3111  
FAX 816-926-6952

**For all other DoD funded  
shipments**



***Air  
Force  
e***



***Arm  
y***



***Navy***



***Marine  
Corps***

**send your TDR package  
to...**

**Commanding Officer (OGC)  
U.S. Coast Guard Finance Center  
1430A Kristina Way  
Chesapeake, VA 23326**





**How do you  
handle any  
changes or  
cancellations  
to the TDR?**

# To amend or cancel a TDR...

- ✓ Stamp or write “AMENDED” or “CANCELLED” as needed at the top and bottom of the original TDR
- ✓ Line through the old information
- ✓ Enter explanation for the amendment or cancellation in block 30 and/or block 43
- ✓ Sign and date the amendment or cancellation annotation
- ✓ Send a copy to all original addressees

The image shows a sample of a Transportation Discrepancy Report (TDR) form. The form is divided into several sections:

- Section 1:** Includes fields for "TRANSPORTATION DISCREPANCY REPORT", "1. DATE", "2. REPORT NUMBER", and "FORM APPROVED ORA NO. 2046-003".
- Section 2:** Includes checkboxes for "3. TO REQUEST FOR INFORMATION/REPORT", "4. INITIAL INVESTIGATION", "5. REPORTED ACTIVITY", and "6. MISCELLANEOUS PROBLEMS".
- Section 3:** Includes fields for "7. TO", "8. CONSIGNEE", "9. SHIPPER", "10. CARRIER ROUTING AND IDENTIFICATION", "11. POINT OF ORIGIN", "12. CARRIER'S PROPOSED BILL NO.", "13. DESTINATION", "14. BILL OF LADING NO/TYPE", "15. MODE CODE", "16. DATE OF DISCREPANCY", "17. DATE CARRIER ADVISED", and "18. NAME OF PERSON CONTACTED".
- Section 4:** Includes a table for "19. DISCREPANCY" with columns for "20. DISCREPANCY", "21. DISCREPANCY", "22. DISCREPANCY", "23. DISCREPANCY", "24. DISCREPANCY", "25. DISCREPANCY", "26. DISCREPANCY", "27. DISCREPANCY", "28. DISCREPANCY", "29. DISCREPANCY", and "30. DISCREPANCY".
- Section 5:** Includes fields for "31. NAME OF PREPARED (Type or print)", "32. TITLE", "33. TELEPHONE NO.", "34. SIGNATURE", "35. NAME OF RESPONDENT (Type or print)", "36. ADDRESS", "37. SIGNATURE", and "38. DATE".
- Section 6:** Includes fields for "39. NAME OF RESPONDENT (Type or print)", "40. ADDRESS", "41. SIGNATURE", and "42. DATE".



**Lastly,  
steps to a  
proactive office,...**



# Keep accurate records

- ✓ Be sure all your documentation is factual, clear, exact, specific
- ✓ Do not use assumptions or opinions
- ✓ Consider a charge of carrier liability very carefully
- ✓ Document the facts and get statements from those involved



# Get damage inspected

- ✓ If the carrier waives the inspection, then *ALWAYS, ALWAYS* perform your own inspection.



# Take photographs

- ✓ Did you take photos - even before unloading?
- ✓ Clear and focused photographs are valuable pieces of documentation



# **Develop a sixth sense**

- ✓ Trust your instincts, anticipate problems, and try to be proactive instead of reactive

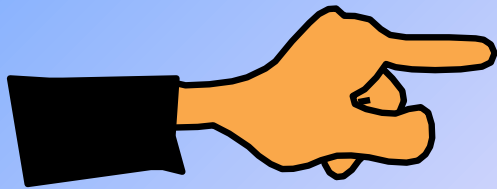


## **Be informed**

- ✓ Maintain current copies of all pertinent regulations and keep them up-to-date
- ✓ Develop a library of transportation related publications to assist you



# And...most important of all


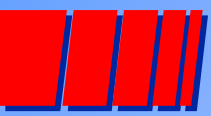


## Conduct training regularly

Not just for yourself, but TRAIN any and all who are involved in the proper receiving functions of freight, especially damaged freight

Develop, publish, and implement clear and concise operating instructions for your activity

Update as situations change, because personnel rotate and change within an organization constantly  
**therefore, you must train constantly**



**THE END RESULT  
IS A BETTER TDR  
PACKAGE THAT  
SUPPORTS YOUR  
ALLEGATION OF  
CARRIER  
LIABILITY**



**If you have any problems or questions - give us a  
call or send an email. We are here to help you be a  
success!**

## **Claims Section**

**Andrea F. Davis, Claims Unit  
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**757-523-6947**

**Christopher T. Gibbs**

**Traffic Management Specialist**

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